

**ONTARIO REGULATION 267/08**

made under the

**AMBULANCE ACT**

Made: May 27, 2008

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Amending O. Reg. 257/00  
(General)

Note: Ontario Regulation 257/00 has previously been amended. Those amendments are listed in the Table of Current Consolidated Regulations – Legislative History Overview which can be found at [www.e-Laws.gov.on.ca](http://www.e-Laws.gov.on.ca).

**1. (1) Ontario Regulation 257/00 is amended by adding the following heading immediately before section 22:**

**PART VIII  
RESPONSE TIME PERFORMANCE PLANS**

**(2) Section 22 of the Regulation is revoked and the following substituted:**

**22.** In this Part,

“notice” means notice given to a land ambulance crew by a land ambulance communication service of a request;

“request” means a request made to a land ambulance communication service for ambulance services that are determined to be emergency services by the communication service at the time of the request.

**23. (1)** In this section,

“response time” means the time measured from the time a notice is received to the earlier of the following:

1. The arrival on-scene of a person equipped to provide any type of defibrillation to sudden cardiac arrest patients.

2. The arrival on-scene of the ambulance crew.

(2) No later than October 1 in each year after 2009, every upper-tier municipality and every delivery agent responsible under the Act for ensuring the proper provision of land ambulance services shall establish, for land ambulance service operators selected by the upper-tier

municipality or delivery agent in accordance with the Act, a performance plan for the next calendar year respecting response times.

(3) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that the plan established under that subsection sets response time targets for responses to notices respecting patients categorized as Canadian Triage Acuity Scale ("CTAS") 1, 2, 3, 4 and 5, and that such targets are set for each land ambulance service operator selected by the upper-tier municipality or delivery agent in accordance with the Act.

(4) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that throughout the year the plan established under that subsection is continuously maintained, enforced and evaluated and, where necessary, updated, whether in whole or in part.

(5) An upper-tier municipality or delivery agent to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (4) no later than one month after the plan has been updated.

(6) An upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director, as required from time to time by the Director and on forms or in a manner provided or determined by the Director, on any matter relating to,

(a) the nature and scope of the plan established under that subsection or updated under subsection (4), and

(b) the establishment, maintenance, enforcement, evaluation and updating of the plan.

(7) Without limiting the generality of subsection (6), no later than March 31 in each year after 2011, an upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director on the following matters for the preceding calendar year:

1. The percentage of times that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to sudden cardiac arrest patients within six minutes of the time notice is received.

2. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 within eight minutes of the time notice is received respecting such services.

3. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to patients categorized as CTAS 2, 3, 4 and 5 within the response time targets set by the upper-tier municipality or delivery agent under its plan established under subsection (2).

(8) Without limiting the generality of subsection (6), an upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director on the performance of each land ambulance service operator selected by the upper-tier municipality or delivery agent in accordance with the Act in respect of the targets set for that operator under subsection (3).

**24. (1)** In this section,

“response time” means the time measured from the time a request is received to the time a notice is given respecting that request.

(2) No later than October 1 in each year after 2009, every land ambulance communication service shall establish a response time performance plan for the next calendar year that sets out the percentage of times that the communication service will give notice within two minutes of the time a request is received respecting sudden cardiac arrest patients or other patients categorized as CTAS 1.

(3) A land ambulance communication service to which subsection (2) applies shall ensure that throughout the year the plan established under that subsection is continuously maintained, enforced and evaluated and, where necessary, updated, whether in whole or in part.

(4) A land ambulance communication service to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (3) no later than one month after the plan has been updated.

(5) A land ambulance communication service to which subsection (2) applies shall report to the Director, as required from time to time by the Director and on forms or in a manner provided or determined by the Director, on any matter relating to,

(a) the nature and scope of every plan established under that subsection or updated under subsection (3); and

(b) the establishment, maintenance, enforcement, evaluation and updating of the plan.

(6) Without limiting the generality of subsection (5), no later than March 31 in each year after 2011, a land ambulance communication service to which subsection (2) applies shall report to the Director the percentage of times in the preceding calendar year that the communication service gave notice within two minutes of the time a request was received respecting sudden cardiac arrest patients or other patients categorized as CTAS 1.

## **2. This Regulation comes into force on the day it is filed.**

Made by:

GEORGE SMITHERMAN  
*Minister of Health and Long-Term Care*